



## Accessible Information Policy – Adult Social Care



When we say **we** in this document, we mean West Berkshire Council



Why do we have this policy?

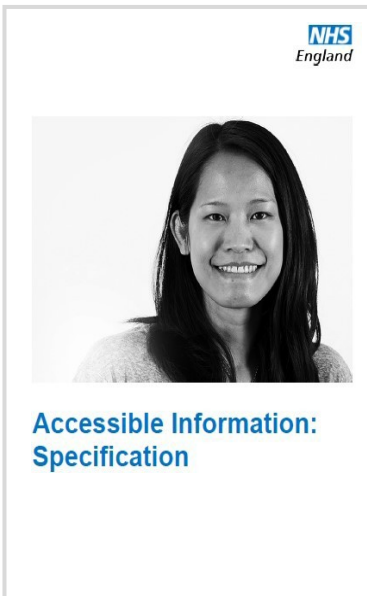
We want to make sure people who use our Adult Social Care services can communicate with us about their care, in a way they understand.



This policy is for people who have information or communication needs relating to a disability such as if you or your carer:

- are blind or have some sight loss
- are deaf, have some hearing loss, or are deafblind
- have a learning disability

- have aphasia
- have autism
- have a mental health condition which affects your ability to communicate



## NHS England – Accessible Information Standard 2016 (updated in 2025)

This law tells us to make sure that people have access to information that they can understand and any communication support that they might need. The Standard tells health and social care services how to make information accessible.

The Accessible Information Standard says that we need to:



- **Ask** people if they have any information or communication needs, and find out how to meet their needs.
- **Record** those needs in a set way





- **Highlight** a person's social care file, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.



- **Share** information about a person's communication needs with NHS and adult social care providers, when they have given consent or permission.

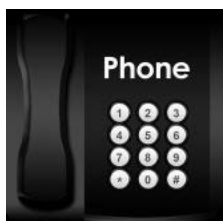


- **Meet the need** - make sure that people get information in an accessible way and communication support if they need it. This could be an BSL interpreter, documents in large print, Easy Read or Braille, for example.



- **Review** – make sure that people's information and communication needs are still the same, or if they have changed.

If you need to contact us regarding this Easy Read policy, you can:



Telephone Adult Social Care on:  
01635 503050



email: [adultcare@westberks.gov.uk](mailto:adultcare@westberks.gov.uk)



You can write to us:  
Adult Social Care  
West Berkshire Council  
Market Street  
Newbury RG14 5LD